

## Strategic Plan FY 2002-2004

### Program Results:

#### **TARGETED SERVICES**

The purpose of the Targeted Services Program is to provide specialized assistance and support services to vulnerable individuals so that they can achieve their maximum potential for functioning and independence.

##### **Key Results Measures:**

1. Percentage of qualified individuals with disabilities served who obtain and retain employment for ninety (90) days.
2. Percentage of domestic violence victims who remain in a non-violent environment for a minimum of one-hundred eighty (180) of days.
3. Percentage of homeless individuals and families identified by DHS who obtain permanent housing.
4. Percentage of qualified individuals receiving appropriate health, medical, rehabilitation, and habilitation services and supports.
5. Percentage of people enrolled in a paid work activity who obtain and retain their employment/job training status for one-hundred eighty (180) of days.
6. Percentage of refugees who become citizens.

#### **YOUTH AND ADOLESCENT**

The purpose of the Youth and Adolescent Program is to provide prevention/intervention services to youth, adolescents and their families so they can become self-reliant and lead productive lives.

##### **Key Results Measures:**

1. Percentage of committed youth enter training, education or employment
2. Percentage of youth present for their court appearances
3. Percent increase of teens involved in pregnancy prevention programs

#### **CHILD DEVELOPMENT**

The purpose of the Child Development Program is to provide child care placement, early intervention and provider services to qualified families so they can meet their child care and child development needs.

##### **Key Results Measures:**

1. Percentage of eligible children placed in child care services
2. Percentage of providers meeting quality standards
3. Percentage of early childhood intervention eligible children identified

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#### **EMPLOYMENT READINESS AND PLACEMENT**

The purpose of the Employment Readiness and Placement Program is to provide education, employment and supportive services to individuals so they can gain and maintain employment.

##### **Key Results Measures:**

1. Percentage of individuals who obtain and maintain employment within the established time frame.

#### **AFFORDABLE HOUSING/RESIDENTIAL**

The purpose of the Residential Activity is to provide stable housing and support services to eligible individuals and families so they can achieve their maximum potential for independence and integration/reintegration into the community.

##### **Key Results Measures:**

1. Percentage of individuals achieving stable residence for a minimum of one-hundred twenty (120) days
2. Percentage of families achieving stable residence for a minimum of one-hundred twenty (120) days

#### **CASE MANAGEMENT**

The purpose of the Case Management Program is to provide case planning, service coordination and monitoring services to consumers with complex, multiple problems and/or disabilities so they can access all of the services and assistance needed to address their individual issues.

##### **Key Results Measures:**

1. Percentage of individual case plans completed where service needs are appropriately identified
2. Percentage of individuals achieving their self improvement goals

#### **DETERMINATION SERVICES**

The purpose of the Determination Services Program is to provide service eligibility resolution services to disadvantaged individuals of the District of Columbia so they can access available services for which they qualify.

##### **Key Results Measures:**

1. Percentage of eligibility determinations completed within established time standards

## **COMMUNITY OUTREACH**

The purpose of the Community Outreach Program is to provide information, referrals and linkages to the general public so they can effectively access services.

### **Key Results Measures:**

1. Percent reduction in dissatisfied customer complaints/change in requests for services over past fiscal year
2. Percentage of inquiries receiving services or/inquiries that result in service delivery

## **MANAGEMENT SUPPORT SERVICES**

The purpose of the Management Support Services program is to provide leadership, management and operational services to Department of Human Services program administrations, service delivery partners and stakeholders so they can make informed decisions that result in quality human service delivery system accountability.

### **Key Results Measures:**

1. Percentage of expenditure variance by program
2. Percentage of department program result measures achieved
3. Percentage of customers who report positive impression of department